

ScanSoftTM

Product Support Options

Policy for United States and Canada

Thank you for choosing a ScanSoft product. It is our priority to provide you with the highest quality support possible. Support options designed to meet your individual needs are described in the following list.

Before contacting ScanSoft Support

We strongly recommend that you review our support pages on the Web as well as the user documentation which includes the Release Notes, User's Guide, and Online Help. You can find the Release Notes and User's Guide on your CD-ROM.

Free Web Site/E-Mail Support: www.scansoft.com

ScanSoft's product support Web pages contain a searchable database of known issues and their respective solutions. You can also find software downloads and service releases at the ScanSoft Web site. Additionally, customers can get important product updates that are accessible from the support Web pages. They are available to you 24 hours a day.

You can contact customer support via e-mail from the support Web site by filling out a problem report form. You can find the problem report form at the ScanSoft Web site in the product support area. Upon receipt, we will respond to problem reports by e-mail in a timely manner.

If you don't find the information you need through any of these options, when you call for technical support, please have the following information:

- Your product name, version and serial number.
- Brand/model of your scanner or digital camera.
- Your operating system, processor type/speed, and amount of memory installed in your computer.
(For example, Windows 98® operating system, Pentium processor, and 64 MB RAM memory.)

Telephone Technical Support: (888) 887-2288

ScanSoft is committed to ensuring that our customers' experience with their product is a positive one. Telephone technical support is made available at a rate of **\$14.95** per request. Please have your credit card ready before you call (MasterCard, VISA and American Express accepted).

ScanSoft support policies are subject to change without notice.